Federal Communications Commission Broadband Availability Challenge Process

December 2, 2022

Communications Division

California Public Utilities Commission

Disclaimer

- These slides are an **informal read** on the FCC's availability challenge process and should not be read as a substitute, a replacement, or in lieu of the FCC's rules, processes, and policies.
- Due to the extremely short timeline set by the FCC, and the need expressed by both the FCC and the NTIA to get the word out about the map and the challenge process, the goal of today's webinar is to do just that: get the word out.
- We strongly encourage those planning to engage with the FCC's broadband data to go directly to the large set of FCC resources they have provided to get answers to questions, including videos and FAQs.

Overview

- FCC National Broadband Map
- FCC Availability Challenge Process
  - Validating locations vs. validating services offered by providers
- How to challenge locations on the map
  - Individual, bulk, and crowdsource challenges
- Call to Action

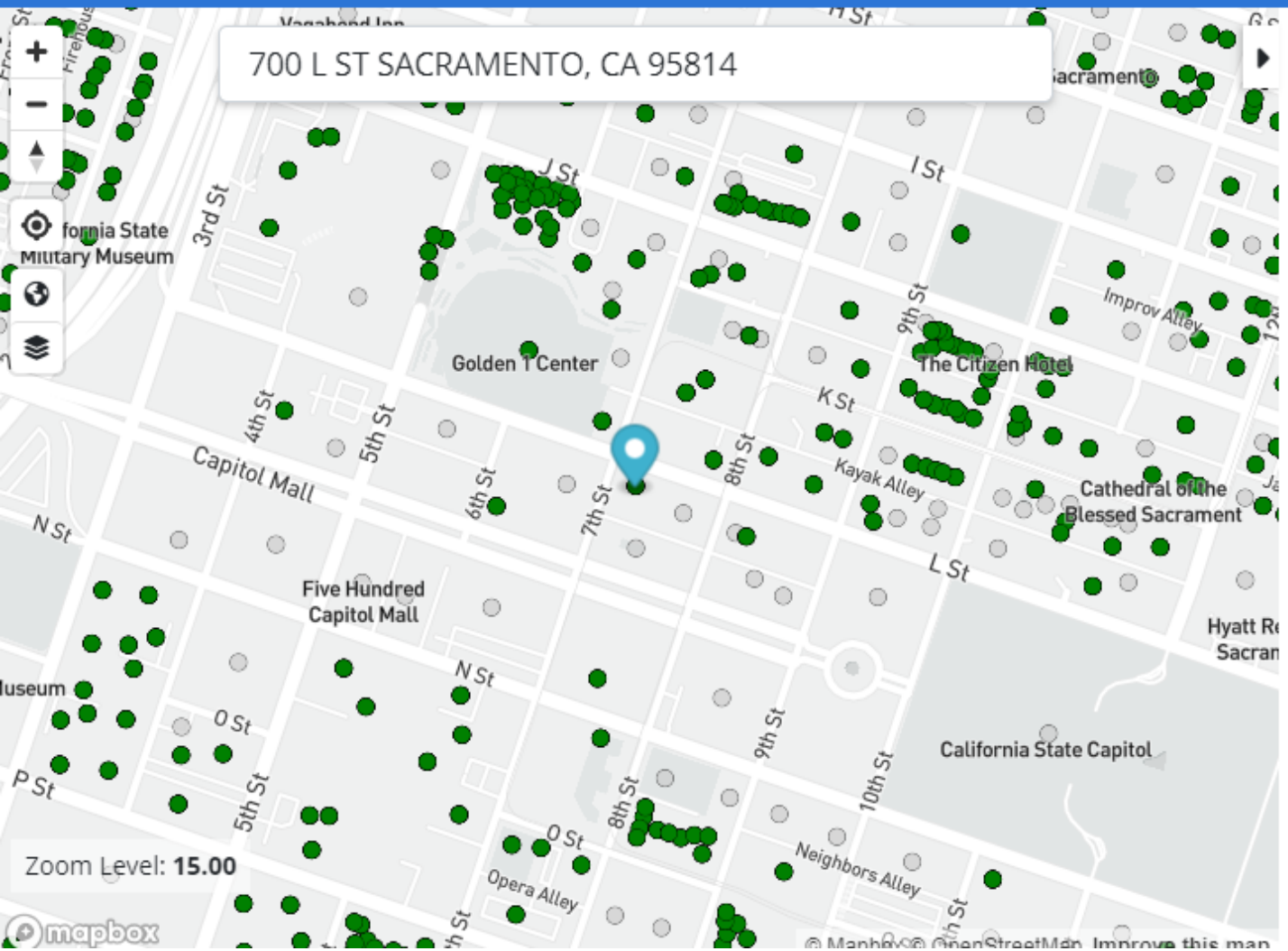
The FCC National Broadband Map

- The map is based on data submitted by Internet Service Providers as of June 30, 2022.
- The Broadband Serviceable Location Fabric (Fabric) is a common dataset of all locations in the United States where fixed broadband internet access service is or can be installed.
- The map shows location level information on broadband availability throughout the country.
- To improve the accuracy of the national broadband map, the FCC began accepting challenges to Fabric information from providers, states, and local and Tribal governments in September.

FCC National Broadband Map

Federal Communications Commission

Home | Location Summary | Provider Detail | Area Summary | Data Download | About



Selected Location

700 L ST
SACRAMENTO, CA 95814

Location Challenge

Status: **Served** | Business | Unit Count: 1

Broadband

Type	Residential
Technology	Any Technology
Speed	25/3 Mbps or greater
Data As Of	Jun 30, 2022 (Last Updated: 11/17/22)

Residential | Business

Availability Challenge

Provider	Technology	Down (Mbps)	Up (Mbps)	Chall.
AT&T Inc.	Copper	10	1	
California Internet	Licensed Fixed Wireless	1000	1000	
Comcast Corporation	Cable	1200	35	
Hughes Network Systems, LLC	GSO Satellite	25	3	

https://broadbandmap.fcc.gov/home

How to Help Improve the Map

- If you think **the information about the location point** of your home or another location is wrong, you can submit a **Location Challenge**, from the map.
- You can also submit a Location Challenge if you think a location is missing from the map.
- If you think the information on the map about which ISPs offer broadband service to your home, or to another location, is wrong, **you can dispute it** by submitting an Availability Challenge from the map.
- If you think the information on **mobile coverage** is wrong, you can dispute that as well by **taking speed tests on your mobile phone with the FCC Speed Test app**.
  - The results of these tests will be aggregated to create Mobile Challenges that mobile providers must respond to improve their coverage maps.

FCC Map and Challenge Process

Nov. 4, 2022

- CPUC files bulk fabric challenge
- Filed with FCC

Nov. 18, 2022

- FCC releases draft National Broadband Map
- Home | FCC National Broadband Map

Nov. 18, 2022 – Jan. 13, 2023

- FCC location challenge period
- Open to designated states, cities, counties, and Tribes

By Jun. 30, 2023

NTIA plans to announce BEAD allocations, using the most up-to-date version of the FCC maps as a guide.

Challenge Process Overview

What

- The reported service is not offered, or the reported speed is not available for purchase
- The internet service provider denied a request for service or demanded connection charges that exceed its standard installation charge, or
- The internet service provider failed to schedule or perform an installation within 10 business days of request.

How

- **Individual challenges** to availability data for a single location. These will be accepted directly through the map interface after the maps launch November 18th, 2022.
- **Bulk challenges** to availability data for multiple locations. These may be filed directly into the BDC system by designated state agencies, Tribes, and local governments that file with the FCC. Bulk challenge validation methods must be approved by the FCC and must meet the format of the applicable data specification. Bulk availability challenges began after maps are released on November 18th, 2022. The current filing deadline is January 13, 2023.

Who

- Internet service providers, government entities, and "other," e.g. anchor institutions, CBOs, individuals

https://help.bdc.fcc.gov/hc/en-us

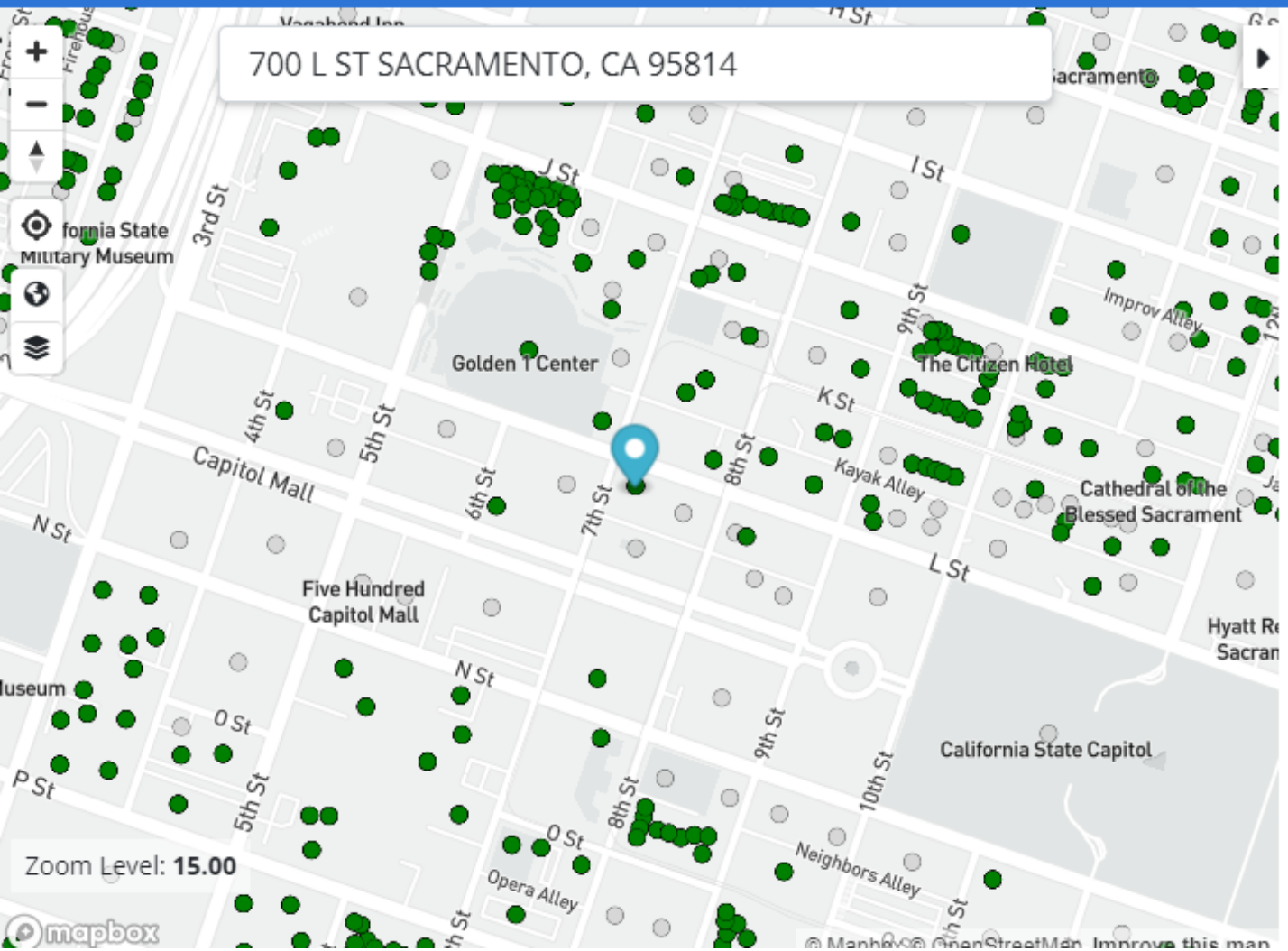
Individual Challenge

- **Missing Location**: A location – like a home or small business - where consumer internet service is or could be available is missing from the map.
- **Misidentified Location**: A location's broadband service is incorrectly identified (for example, a gray point is really a home or small business that does not take a commercial-grade internet service).
- **Incorrect Information**: Information such as the address or unit count for the location is incorrect.
- **Incorrect Placement** on the Map: The location's placement (its geographic coordinates) is incorrect – for example, the structure identified as the point to which internet service is delivered is incorrect.

FCC National Broadband Map

Federal Communications Commission

Home | Location Summary | Provider Detail | Area Summary | Data Download | About



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Availability Challenge

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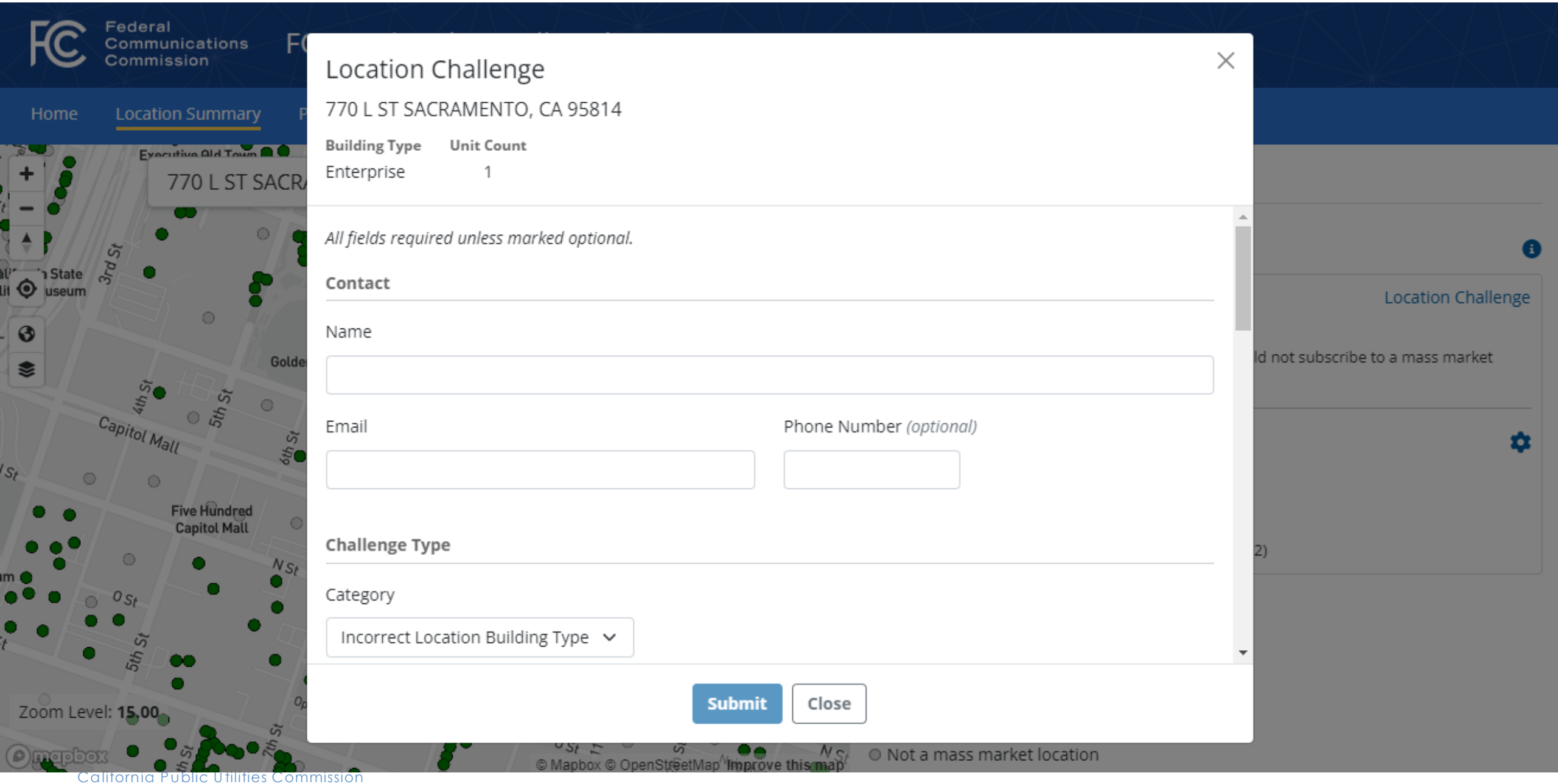
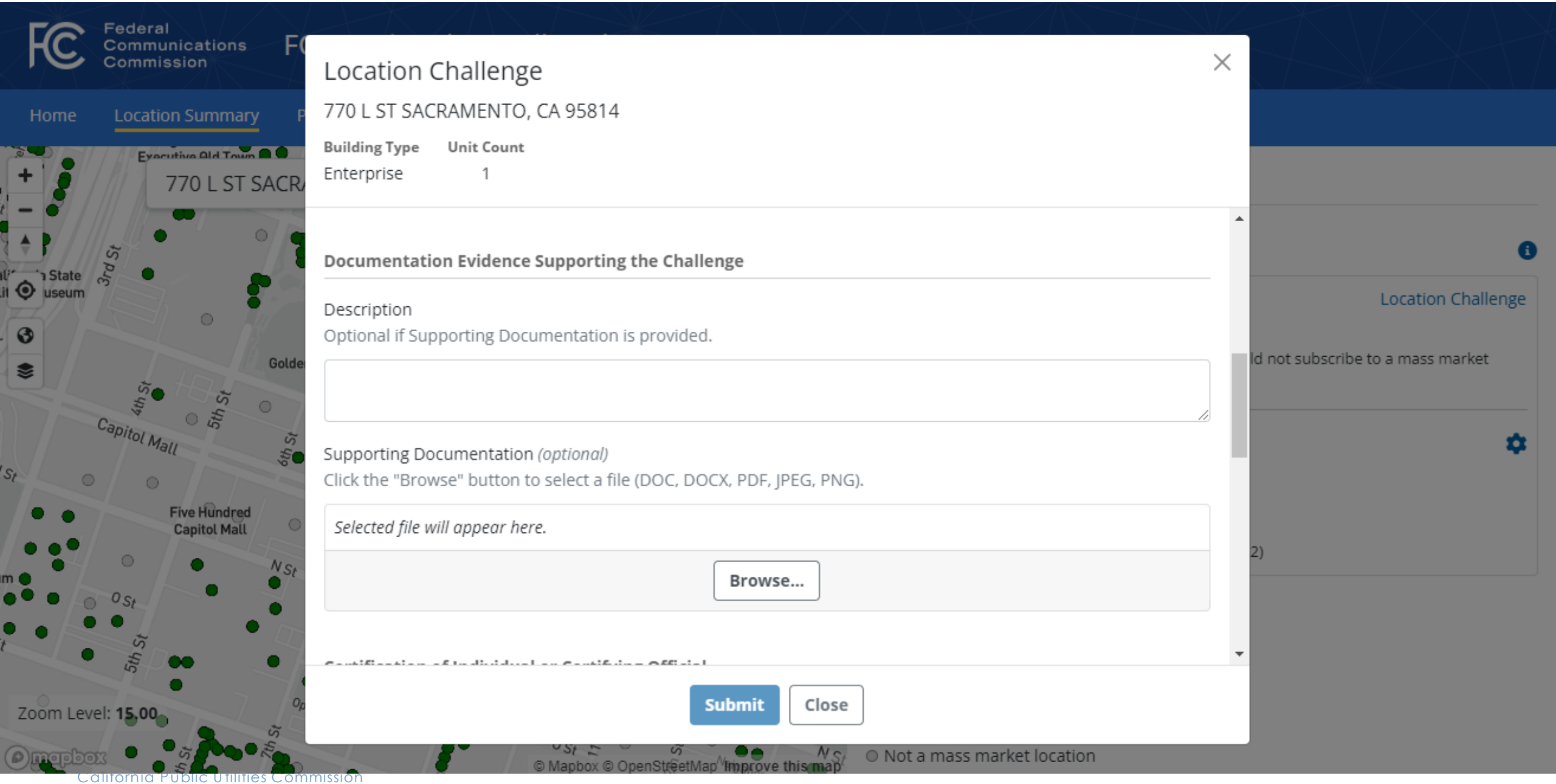
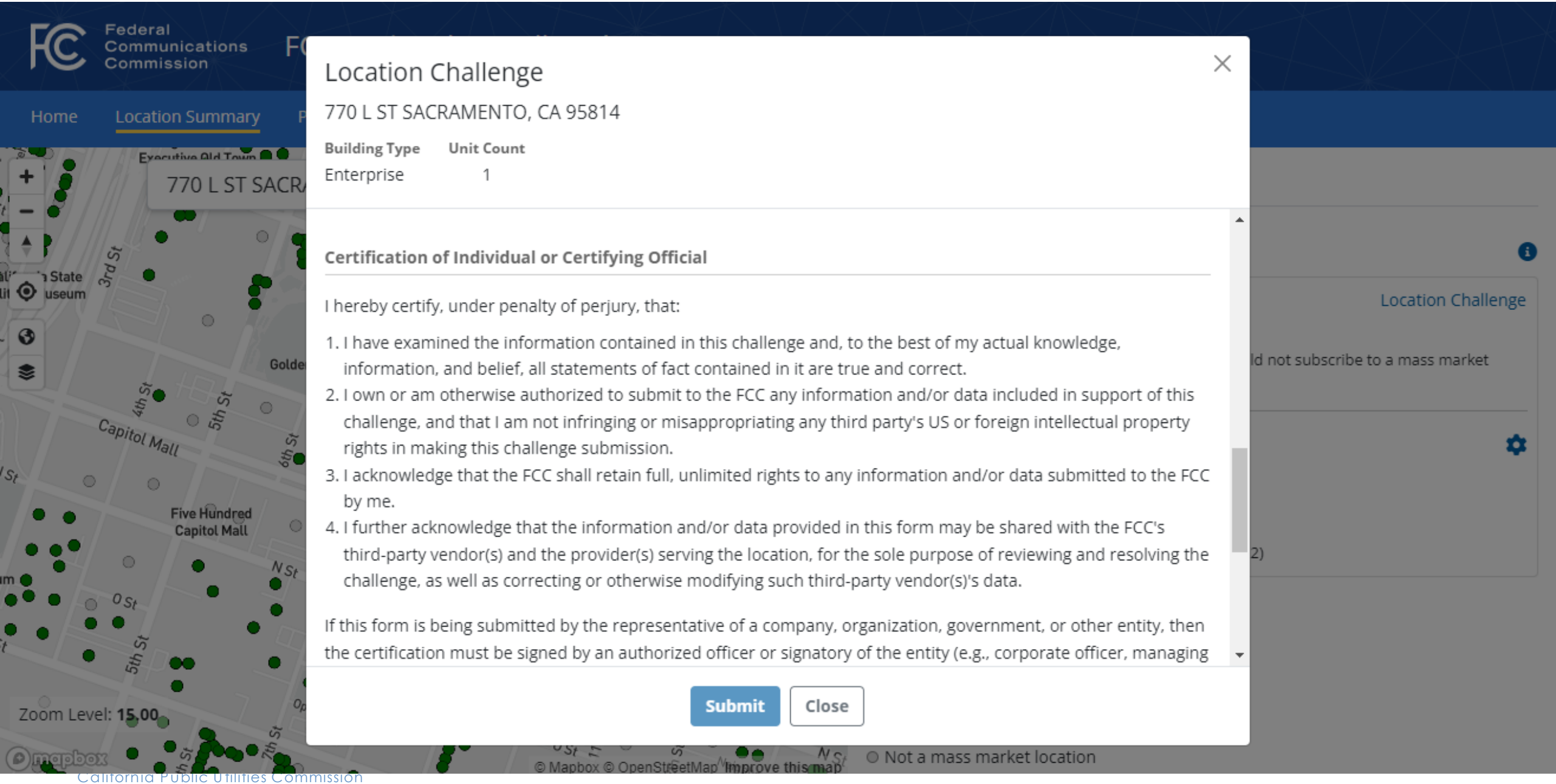
California Internet	Licensed Fixed Wireless	1000	1000	
Comcast Corporation	Cable	1200	35	
Hughes Network Systems, LLC	GSO Satellite	25	3	

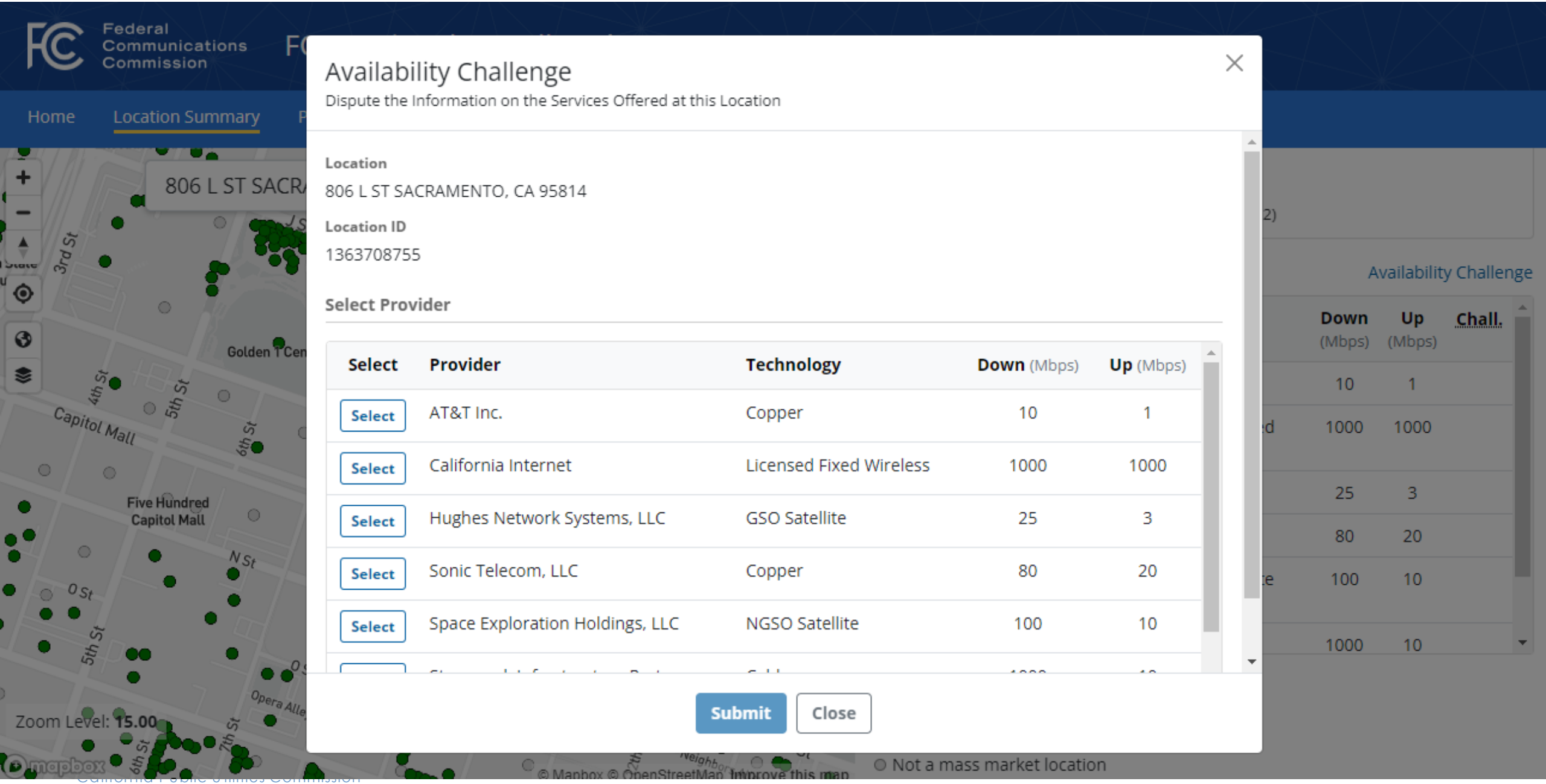
Location Challenge

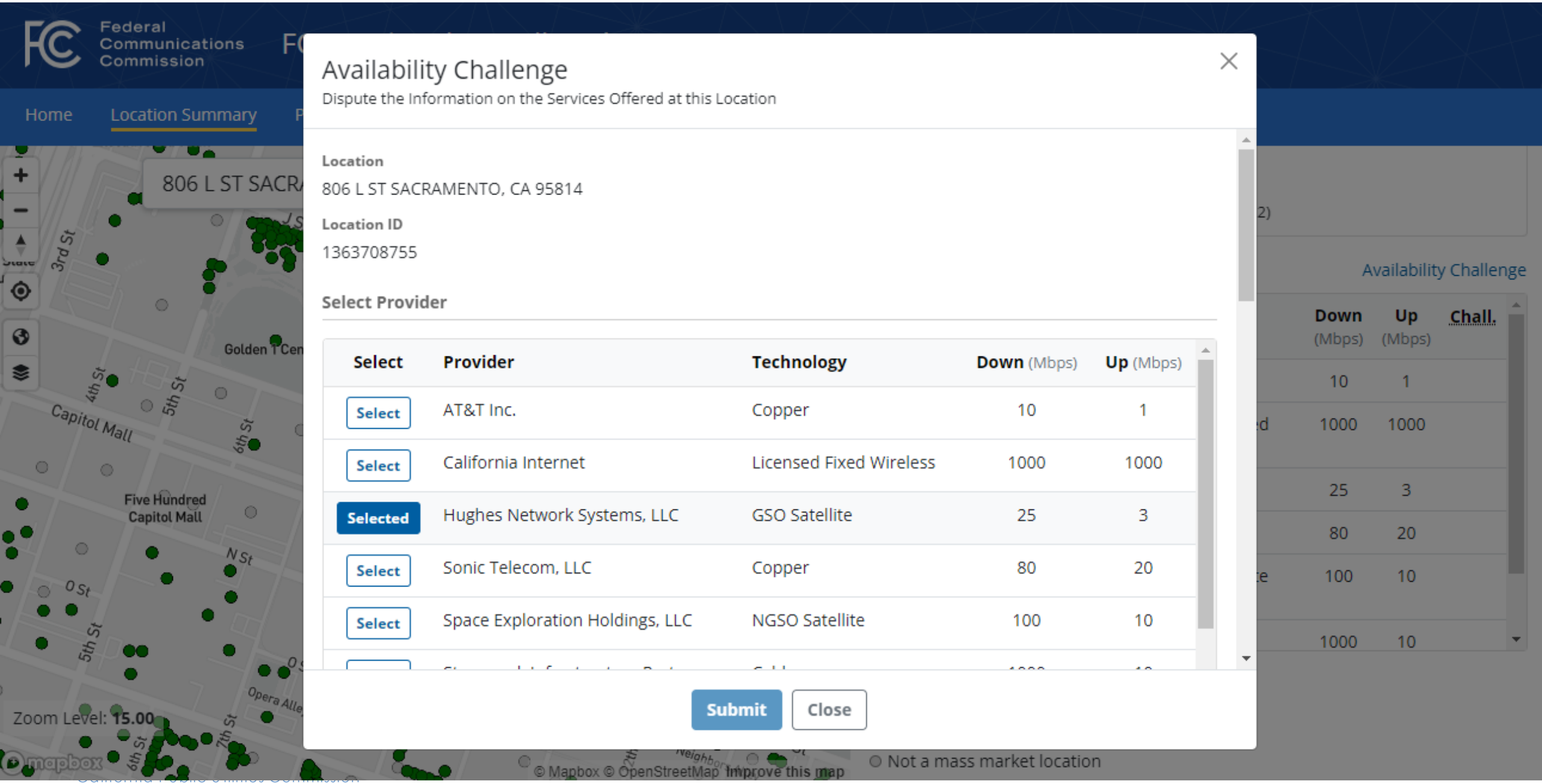

Federal Communications Commission
Home
Location Summary
Location Challenge
770 L ST SACRAMENTO, CA 95814
Building Type
Unit Count
Enterprise
1
All fields required unless marked optional.
Contact
Name
Email
Phone Number (optional)
Challenge Type
Category
Incorrect Location Building Type
Submit
Close
Location Challenge
Not a mass market location
Zoom Level: 15.00
© Mapbox © OpenStreetMap Improve this map


Federal Communications Commission
Home
Location Summary
Location Challenge
770 L ST SACRAMENTO, CA 95814
Building Type
Unit Count
Enterprise
1
Documentation Evidence Supporting the Challenge
Description
Optional if Supporting Documentation is provided.
Supporting Documentation (optional)
Click the "Browse" button to select a file (DOC, DOCX, PDF, JPEG, PNG).
Selected file will appear here.
Browse...
Submit
Close
Location Challenge
ld not subscribe to a mass market
2)
Not a mass market location
Zoom Level: 15.00
© Mapbox © OpenStreetMap Improve this map
Capitol Mall
Five Hundred Capitol Mall
3rd St
4th St
5th St
6th St
7th St
N St
O St


Federal Communications Commission
Home
Location Summary
Location Challenge
770 L ST SACRAMENTO, CA 95814
Building Type
Unit Count
Enterprise
1
Certification of Individual or Certifying Official
I hereby certify, under penalty of perjury, that:
1. I have examined the information contained in this challenge and, to the best of my actual knowledge, information, and belief, all statements of fact contained in it are true and correct.
2. I own or am otherwise authorized to submit to the FCC any information and/or data included in support of this challenge, and that I am not infringing or misappropriating any third party's US or foreign intellectual property rights in making this challenge submission.
3. I acknowledge that the FCC shall retain full, unlimited rights to any information and/or data submitted to the FCC by me.
4. I further acknowledge that the information and/or data provided in this form may be shared with the FCC's third-party vendor(s) and the provider(s) serving the location, for the sole purpose of reviewing and resolving the challenge, as well as correcting or otherwise modifying such third-party vendor(s)'s data.
If this form is being submitted by the representative of a company, organization, government, or other entity, then the certification must be signed by an authorized officer or signatory of the entity (e.g., corporate officer, managing
Submit
Close
Location Challenge
Not a mass market location
Zoom Level: 15.00
Capitol Mall
Five Hundred Capitol Mall
© Mapbox © OpenStreetMap Improve this map

Availability Challenge


Federal Communications Commission
Home
Location Summary
806 L ST SACRA
Availability Challenge
Dispute the Information on the Services Offered at this Location
Location
806 L ST SACRAMENTO, CA 95814
Location ID
1363708755
Select Provider
Select | Provider | Technology | Down (Mbps) | Up (Mbps)
Select | AT&T Inc. | Copper | 10 | 1
Select | California Internet | Licensed Fixed Wireless | 1000 | 1000
Select | Hughes Network Systems, LLC | GSO Satellite | 25 | 3
Select | Sonic Telecom, LLC | Copper | 80 | 20
Select | Space Exploration Holdings, LLC | NGSO Satellite | 100 | 10
Submit
Close
Availability Challenge
Down (Mbps) | Up (Mbps) | Chall.
10 | 1
1000 | 1000
25 | 3
80 | 20
100 | 10
1000 | 10
Not a mass market location
Zoom Level: 15.00
Capitol Mall
Five Hundred Capitol Mall
Golden 1 Cen
3rd St
4th St
5th St
6th St
N St
O St
7th St
Opera Alle
© Mapbox © OpenStreetMap Improve this map
mapbox

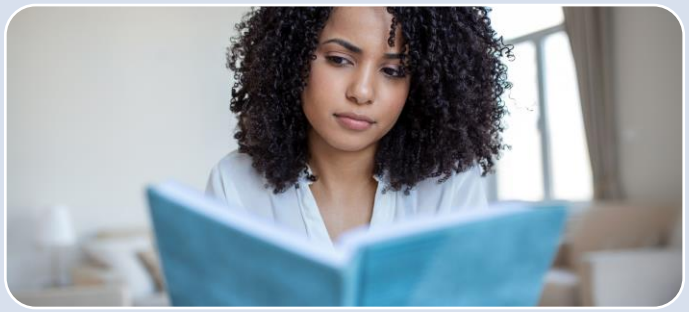

Federal Communications Commission
Home
Location Summary
806 L ST SACR
Availability Challenge
Down (Mbps)
Up (Mbps)
Chall.
10
1
1000
1000
25
3
80
20
100
10
1000
10
Availability Challenge
Dispute the Information on the Services Offered at this Location
Location
806 L ST SACRAMENTO, CA 95814
Location ID
1363708755
Select Provider
Select
Provider
Technology
Down (Mbps)
Up (Mbps)
Select
AT&T Inc.
Copper
10
1
Select
California Internet
Licensed Fixed Wireless
1000
1000
Selected
Hughes Network Systems, LLC
GSO Satellite
25
3
Select
Sonic Telecom, LLC
Copper
80
20
Select
Space Exploration Holdings, LLC
NGSO Satellite
100
10
Submit
Close
Not a mass market location
Zoom Level: 15.00
© Mapbox © OpenStreetMap Improve this map

Bulk Challenge

Bulk Challenge Categories

- Provider failed to schedule a service installation within 10 business days of a request.
- Provider did not install the service at the agreed-upon time.
- Provider requested more than the standard installation fee to connect the location.
- Provider denied the request for service.
- Provider does not offer the technology at the location.
- Provider does not offer the speed(s) shown on the National Broadband Map for purchase at the location.
- No wireless or satellite signal is available at the location.
- New, non-standard equipment is required to connect the location.

Bulk Fixed Availability Challenge Methodology



Knowledge of Infrastructure

Collected from Individual Consumers

Other (fixed speed tests not accepted)

https://help.bdc.fcc.gov/hc/en-us/articles/10390523851803-How-to-Format-Bulk-Fixed-Challenge-and-Crowdsource-Data

Crowdsource Data

Differences between Bulk Fixed Availability Challenge Data vs. Crowdsource Data

- **Crowdsource** is a less formal and more expansive way to submit data
  - It does not require a provider response and can cover information about broadband speeds in addition to broadband availability.
  - The FCC will use crowdsource data as a tool for verifying provider availability data.
- Each **Challenge** is sent to the challenged Internet service provider and requires a response from the provider about its service availability at the challenged location.
  - Challenges are meant to formally dispute the availability data submitted by a provider in the Broadband Data Collection (BDC) and published on the FCC's National Broadband Map.

https://help.bdc.fcc.gov/hc/en-us/articles/10390788241307-Differences-between-Bulk-Fixed-Availability-Challenge-Data-and-Crowdsource-Data

Bulk Crowdsource Categories

- Provider failed to schedule a service installation within 10 business days of a request.
- Provider did not install the service at the agreed-upon time.
- Provider requested more than the standard installation fee to connect the location.
- Provider denied the request for service.
- Provider does not offer the technology at the location.
- Provider does not offer the speed(s) shown on the National Broadband Map for purchase at the location.
- The actual speed of the service does not match its advertised speed.
- No wireless or satellite signal is available at the location.
- New, non-standard equipment is required to connect the location.

Submitting Bulk Crowdsource Data

- Provider failed to schedule a service installation within 10 business days of a request.
- Provider did not install the serv
- Provider requested more than
location.
- Provider denied the request for service.
- Provider does not offer the technology at the loca
- Provider does not offer the speed(s) shown on the
for purchase at the location.
- **The actual speed of the service does not match its advertised speed.**
- No wireless or satellite signal is available at the location.
- New, non-standard equipment is required to connect the location.

ional Broadband Map

- **This reason can be submitted for crowdsource data but not challenges.**
- **Filers interested in sharing speed test results should use this reason code.**

https://help.bdc.fcc.gov/hc/en-us/articles/10390133372955-Overview-of-Bulk-Fixed-Crowdsource-Data

Speedtesting
220
240
260
140
160
kmh
mph

Fixed Broadband Speed Tests

- Fixed broadband speed test data are part of crowdsourced data, not challenge data, except for mobile.
- Fixed broadband speed testing comparing measured speed to subscribed speed addresses truth-in advertising and service quality more than "yes/no" service availability with one exception: served threshold.

- Mobile speed test data may be submitted as part of the FCC's mobile availability challenge process

https://help.bdc.fcc.gov/hc/en-us/sections/877213044751 5-Mobile-Availability-Challenges

CPUC Milestones – FCC Map Data

Bulk Fabric Challenge

- Filed with FCC Nov. 4
- 46,410 corrections, 2/3 of those were missing from FCC's fabric = additional locations

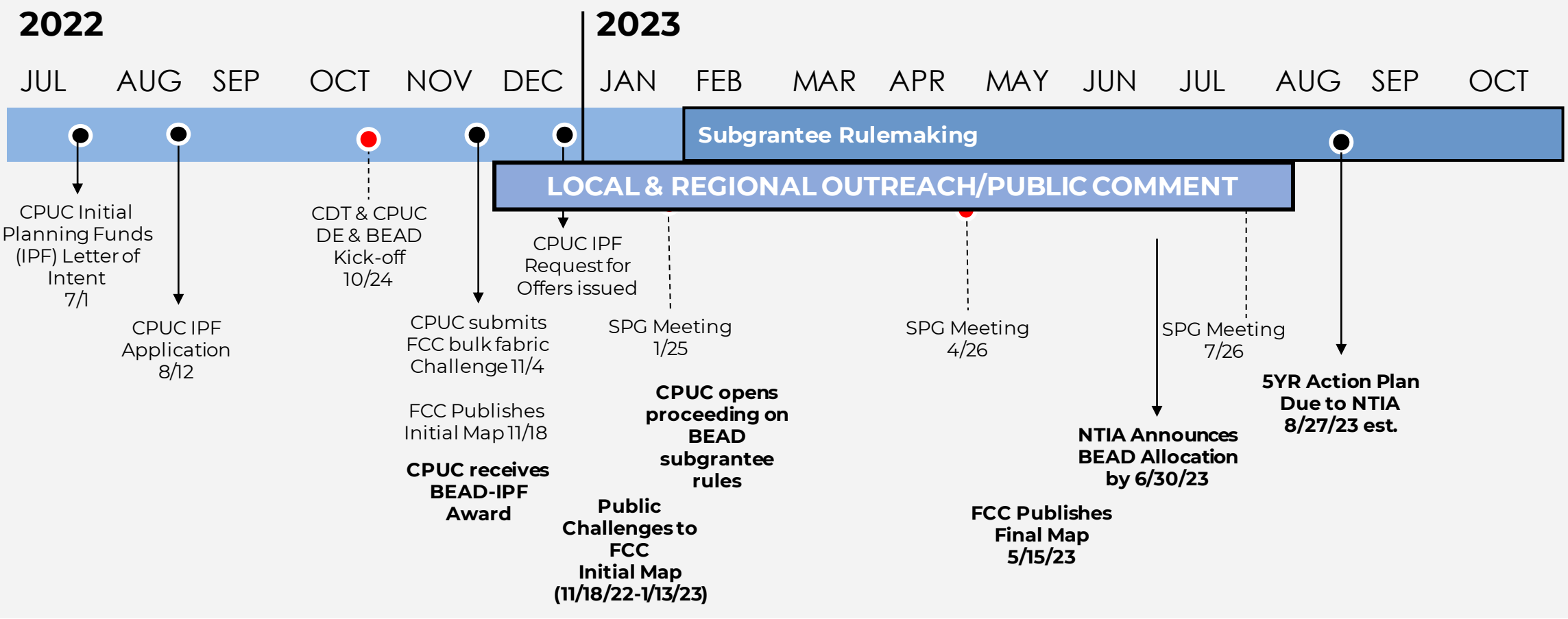
Bulk Availability Challenge

- Due before Jan. 13, 2023
- Over 10 million locations in CA
- Over 150 providers

Federal Communications Commission

BEAD Timeline

Key Milestones

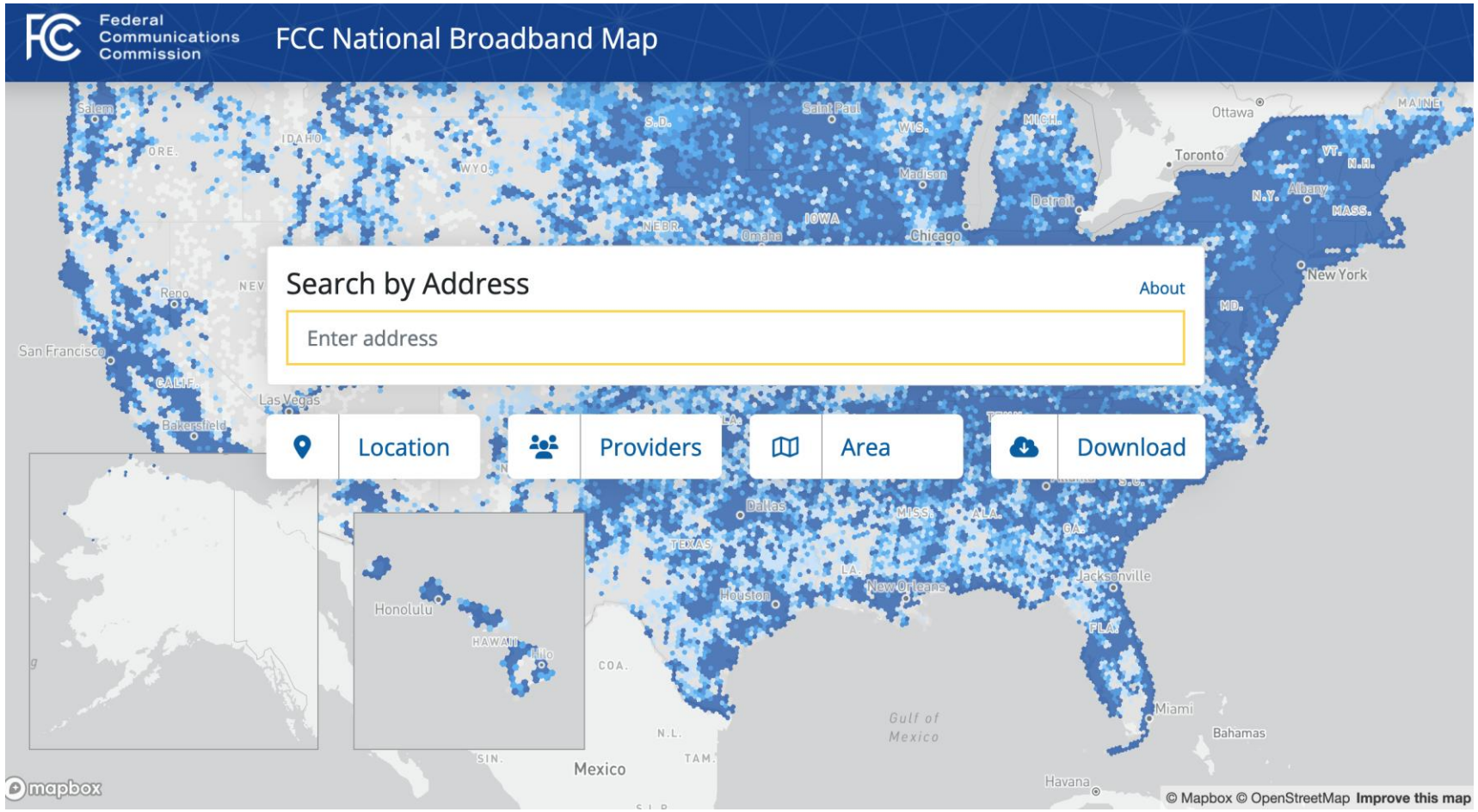


Call to Action

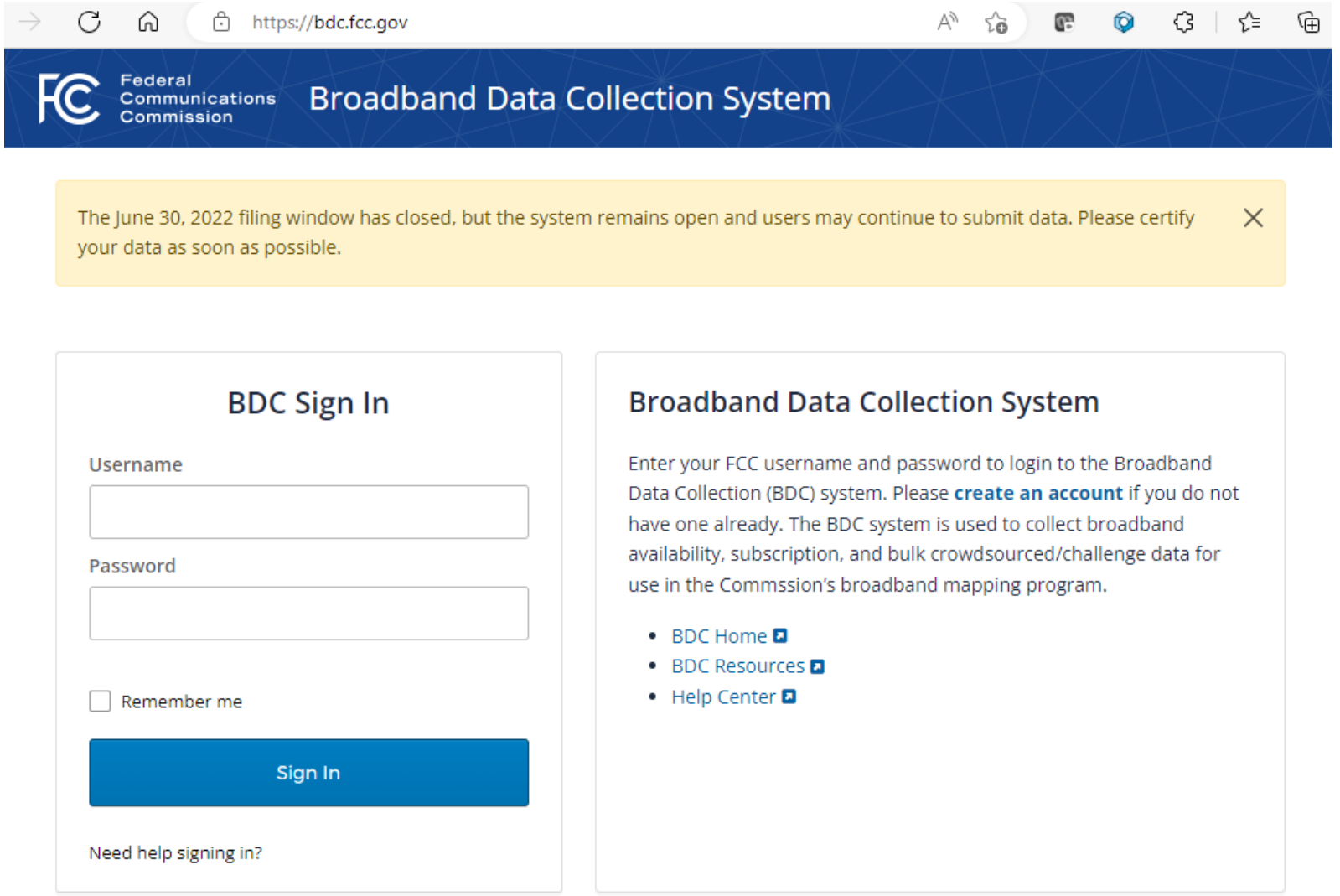
- **Help spread the word about validating the National Broadband Map**
- Consumers can easily dispute, or challenge, inaccurate information on the map.
- Your organization can help get the word out by using the FCC's outreach materials.
- You can download and customize them to meet your outreach needs:
- https://www.fcc.gov/national-broadband-map-outreach-toolkit

Call to Action: Individual Challenge

- https://broadbandmap.fcc.gov/home



Call to Action: Bulk Challenge



FCC Resources

- About the FCC broadband data
  - https://www.fcc.gov/BroadbandData
- Broadband Data Help Center
  - https://help.bdc.fcc.gov/hc/en-us
- How Governments can participate
  - https://www.fcc.gov/BroadbandData/governments
- Tutorial on how to register to file a bulk challenge
  - https://www.youtube.com/watch?v=vKL_p8ieFDo
- Watch the FCC Availability Challenge Video
  - https://www.youtube.com/watch?v=fiFoxZKywv4
- FCC makes Fabric available to license by third parties
  - https://www.fcc.gov/document/access-fabric-third-party-stakeholders-announced